### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
POTS Business (continued)	Deny/Restore	Treatment for Non-payment issues	24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Same business day if request received before noon MT, otherwise next business day includes Saturday) If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at <a href="https://www.qwest.com/wholesale/clecs/exescover.html">www.qwest.com/wholesale/clecs/exescover.html</a>	24 hours OOS 48 hours AS

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
PAL	Conversion As Is	1 to 19 Lines	24 hours	Same business day if received before noon MT, or,	24 hours OOS
IAD				Next business day if received later than noon MT	48 hours AS
		20 or more Lines	48 hours	ICB	24 hours OOS
					48 hours AS
	Conversion As Specified	1 to 19 Lines	24 hours	Depends on changes requested. For instance, feature	24 hours OOS
	•			changes would follow feature change guidelines	48 hours AS
		20 or more Lines	48 hours	Depends on changes requested. For instance, feature	24 hours OOS
				changes would follow feature change guidelines	48 hours AS
电流设置数据 奇.					
	Number Changes without	1 to 19 Lines	24 hours	Three (3) Business Days	24 hours OOS
	inward line activity				48 hours AS
	1			Colorado and Minnesota only:	
				Two (2) Business Days	
		20 to 39 Lines	48 hours	Four (4) Business Days	24 hours OOS
					48 hours AS
	1	40 or more Lines	192 hours	ICB	24 hours OOS
					48 hours AS
	Addition or change of CO		24 hours manual	One (1) Business Day	24 hours OOS
	Features provided on				48 hours AS
	'Feature Exception List -		20 minutes Fully		
	1 Day'		Electronic Flow		
			Through from IMA		
	<u> </u>		to SOP		
	Addition or change of CO		24 hours manual	Two (2) Business Days	24 hours OOS
	Features provided on				48 hours AS
	'Feature Exception List -		20 minutes Fully		
	2 Day'		Electronic Flow		
			Through from IMA		
			to SOP		
	Addition or change of CO	-	24 hours manual	Three (3) Business Days	24 hours OOS
	Features not provided on				48 hours AS
	'Feature Exception List -		20 minutes Fully	Colorado and Minnesota only:	
	1 Day' or 'Feature		Electronic Flow	Two (2) Business Days	
	Exception List – 2 Day'		Through from IMA		

The Resale, UNE and Interconnection Service guidelines contained herein are subject to change at anytime by Qwest. Please refer to the Web location (http://www.qwest.com/wholesale/guides/sig/index.html) for the most current copy.

Repair

# Qwest Communications®

# Service Interval Guide for Resale, UNE and Interconnection Services

to SOP

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# Qwest Communications®

# Service Interval Guide for Resale, UNE and Interconnection Services

# Resale

							_					_	_	_		
Repair	Guidelines	24 hours OOS 48 hours AS				24 hours OOS	48 hours AS	24 hours OOS	48 hours AS							
	Installation Guidelines	One (1) Business Day				Next Business Day		Same business day if request	received before noon MT,	otherwise next business day.	If request is submitted after	noon MT, and a same day due	date is required, follow the	escalation process detailed at	www.qwest.com/wholesale/cle	cs/exescover.html
	FOC Guidelines	24 hours manual	20 minutes Fully	Electronic Flow Trough	HOM LIMA to SOF	24 hours		24 hours								
	Services Ordered					Add/remove "vacation	hold"	Treatment for Non-	payment issues	\ *						
	Activity/Features	PIC/LPIC change	-			Suspend/Restore		Denv/Restore								
	Product	PAL	(continued)													

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### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Guidelines
PAL (continued)	New Installs, Address Changes, Changes with inward line activity  Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"	1 to 19 Lines	24 hours	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days.  Colorado and Minnesota only: Appointment Scheduler minimum default interval is Two (2) Business Days	24 hours OOS 48 hours AS
		20 to 39 Lines	48 hours	Four (4) Business Days or next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
		40 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS

Repair

# Service Interval Guide for Resale, UNE and Interconnection Services Qwest Communications®

# Resale

r		
Repair Guidelines		24 hours OOS 48 hours AS
Installation Guidelines		Three (3) Business Days 24 hours OOS 48 hours AS
FOC Guidelines		24 hours
Services Ordered		
Activity/Features	Non-Designed	Conversion As Is
Product	Centrex 21	

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### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
	Conversion As Specified		24 hours	Three (3) Business Days	24 hours OOS 48 hours AS
Centrex 21 (continued)					
	Number changes without inward line activity, or hunting changes without inward line activity		24 hours	Three (3) Business Days  Colorado and Minnesota only: Two (2) Business Days	24 hours OOS 48 hours AS
•	Addition or change of CO Features provided on 'Feature Exception List – 1 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Addition or change of CO Features provided on 'Feature Exception List – 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Two (2) Business Days	24 hours OOS 48 hours AS
	Addition or change of CO Features not provided on 'Feature Exception List - 1 day' or 'Feature Exception List - 2 Day'		24 hours manual 20 minutes Fully Electronic Flow Through from IMA to SOP	Three (3) Business Days  Colorado and Minnesota only: Two (2) Business Days	24 hours OOS 48 hours AS
	PIC/LPIC change		24 hours manual 20 minutes Fully Electronic Flow Trough from IMA to SOP	One (1) Business Day	24 hours OOS 48 hours AS
	Removal of CO Features		24 hours manual 20 minutes Fully Electronic Flow Trough from IMA to SOP	Same business day if request is received before noon MT, otherwise next business day. Due Date, but not APP Date, may be	24 hours OOS 48 hours AS

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# Qwest Communications®

# Service Interval Guide for Resale, UNE and Interconnection Services

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Please refer to the Web location (http://www.qwest.com/wholesale/guides/sig/index.fum) for the most current copy.

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex 21 (continued)	Non-Designed New Installs, Address Changes, and Change Requests adding new lines  Facility Check indicates "AVAILABLE DISP. REQ" and DISPATCH "YES"##**		24 Hours	Next available due date as indicated by Appointment Scheduler Note: Appointment Scheduler minimum default interval is Three (3) Business Days.  Colorado and Minnesota only: Appointment Scheduler minimum default interval is Two (2) Business Days	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non- payment issue	24 hours	Same business day if request received before noon MT, otherwise next business day. Due Date, but not APP Date, may be Saturday.	24 hours OOS 48 hours AS

## Centrex 21 Installation activity requires 'Dispatch yes'.

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines	
Centrex 21 - ISDN	Designed (ISDN)					
	Conversion As Is	1 to 10 Loops	24 hours	Three (3) Business Days	24 hours	
		11 or more Loops	192 hours	ICB	24 hours	
	Conversion As Specified	1 to 10 Loops	48 hours	Three (3) Business Days if a Loop change is not involved (or) Five (5) Business Days if a Loop is added or changed	24 hours	
		11 or more Loops	192 hours	ICB	24 hours	

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex 21 – ISDN (continued)	New Installs, Address Changes, Change to add Loop	1 to 10 Loops	48 hours	Five (5) Business Days	24 hours
		11 or more Loops	192 hours	ICB	24 hours
	describerates are a security		resignation division consists	ka dibide daga elegabilikan daga baras biner	
	Add or Change Feature(s), Add PDN to established Loop, Add Call Appearance	1 to 10 Loops	24 hours	Three (3) Business Days if a Loop change is not involved (or) Five (5) Business Days if a Loop is added or changed	24 hours
		11 or more Loops	192 hours	ICB	24 hours
Joseph Charles (1985) Charles		stakas njest okosykskes sidek	especialistica applications	er (Santarit raparana), ta en Gudanaran et	医多种动物 医乳管
	Remove Loop or completely disconnect service	1 to 10 Loops	24 hours	Three (3) Business Days	24 hours
		11 or more Loops	192 hours	ICB	24 hours

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	Common Block Confi	guration Required			
Frime	Establish Common Block	1 to 21 Lines - No Optional Features	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
		1 to 21 Lines - w/ Optional Features (i.e., ARS, DFIs, SMDR, UCD.)	192 hours	ICB	24 hours OOS 48 hours AS
		22 or more Lines with or without Optional Features	192 hours	ICB	24 hours OOS 48 hours AS
	Feature Additions requiring Common Block activity per Common Block	1 to 10 Lines	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
	Common Diova	11 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	Common Block Conf	iguration Required			
	Line Class Codes (LCCs)/ CAT/NCOS/DPAT additions/changes requiring Common Block work.	Per Common Block (must be existing LCC/ CAT/NCOS/DPAT)	72 hours	Five (5) Business Days	24 hours OOS 48 hours AS
TO DO NOT THE OWNER OF THE PROJECTION SHOWS		If new LCC/CAT/NCOS or DPAT	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS
	CMS	New Common Blocks & Cust ID's (lines installed at the same time the Common Block is installed)	72 hours	Twenty (20) Business Days (after the initial Common Block & associated lines are installed)	N/A

### Resale

					Repair
Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Guidelines
Centrex Plus					
Centron (MN Only)	Common Block Conf	iguration Required			
Centrex Prime					
	Designed Services	Tie Lines/DFI/FX	72 hours	Thirteen (13) Business	24 hours OOS
	subsequent to initial			Days (may be longer	48 hours AS
}	Common Block			due to facility due date	
	installation	1		requirements)	[

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	No Common Block (	Configuration Required			- L
	CMS	Additional/New Station Lines to be added to CMS	72 hours	Five (5) Business Days after line is installed	N/A
	NAR	Additions Change from Non Blocked to Blocked Service	72 hours 192 hours	Five (5) Business Days ICB	N/A N/A

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only)	No Common Block Co	nfiguration Required			
Centrex Prime				That is not solve to be a second	
	Station Lines (subsequent to the establishment of the Common Block)	1 to 10 Lines per location	72 hours	Five (5) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
	Includes:     Conversions     New Lines     Moves	11 to 20 Lines per location	72 hours	Ten (10) Business Days or Next available due date thereafter as indicated by Appointment Scheduler.	24 hours OOS 48 hours AS
	NOTE: On conversions, numbers are "chipped" into the Common Block at the time of installation.	21 or more Lines per location	192 hours	ICB	24 hours OOS 48 hours AS

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN Only) Centrex Prime	No Common Block Co	nfiguration Required			
	Line Feature changes/additions/rem oval	1 to 19 Lines	24 hours	Three (3) Business Days	24 hours OOS 48 hours AS
		20 or more Lines	192 hours	ICB	24 hours OOS 48 hours AS
	Deny/Restore	Treatment for Non- payment issue (Requires LCC change only)	24 hours manual	Same business day if request received before noon MT, otherwise next business day. If request is submitted after noon MT, and a same day due date is required, follow the escalation process detailed at <a href="https://www.qwest.com/wholes-ale/clecs/exescover.html">www.qwest.com/wholes-ale/clecs/exescover.html</a>	24 hours OOS 48 hours AS
	Designed Services subsequent to initial Common Block installation	Tie Lines/DFI/FX	72 hours	Thirteen (13) Business Days (may be longer due to facility due date requirements)	24 hours OOS 48 hours AS

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### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus Centron (MN	No Common Block Co	nfiguration Required			
Only) Centrex Prime					The state of the s
	ARS	Subsequent to Common Block Installation	72 hours	Twenty (20) Business Days (may be longer if the activation of ARS is tied to a Private Line facility installation)	24 hours OOS 48 hours AS
		Changes to Patterns: 1 to 25 changes 26 to 50 changes 51 or more changes	72 hours	Business Days: Five (5) days Ten (10) days Twenty (20) days	24 hours OOS 48 hours AS
		Adding new Patterns	72 hours	Twenty (20) Business Days	24 hours OOS 48 hours AS

# Qwest Communications®

# Service Interval Guide for Resale, UNE and Interconnection Services

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
Centrex Plus	No Common Block Configuration Required	guration Required			
Only)					
Centrex Prime	UCD	Per Request	72 hours	Thirteen (13) Business	24 hours OOS
		•		Days	48 hours AS
	Additional Numbers	Blocks	72 hours	Five (5) Business Days	N/A
	subsequent to initial	(No limit on amount of			
	Common Block	numbers.)			
	installation				
	,				
	NOTE: Additional				
	numbers are "chipped"				
	into the Common Block				
	at the time of request.				

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
ISDN - BRI	Conversion As Is	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Conversion As Specified	1 to 10 Loops	48 hours	Three (3) Business Days if a Loop change is not involved  (or) Five (5) Business Days if a Loop is added or changed	8 hours
		11 or more Loops	192 hours	ICB	8 hours
		k in aller aller en			
	New Installs, Address Changes, Change to add Loop (N2Q)	1 to 10 Loops	48 hours	Five (5) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Loop Conditioning		24 Hours	Fifteen (15) Business Days	8 Hours

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
ISDN – BRI (continued)	Add or Change Feature(s), Add Primary Directory Number (PDN) to established Loop (N2Q), Add Call Appearance	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours
	Remove Loop or completely disconnect service	1 to 10 Loops	24 hours	Three (3) Business Days	8 hours
		11 or more Loops	192 hours	ICB	8 hours

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
ISDN – PRI					
	Conversion As Is		48 hours	Five (5) Business Days	4 hours
	Conversion As Specified		See intervals for type of change requested	See intervals for type of change requested	
	New Installation of Facility and associated Trunks				
	(With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)				
	Facilities and associated Trunks	1 to 3	48 hours	Nine (9) Business Days	4 hours
	Facilities and associated Trunks	4 to 6	48 hours	Twelve (12) Business Days	4 hours
	Facilities and associated Trunks	7 to 9	48 hours	Thirteen (13) Business Days	4 hours
	Facilities and associated Trunks	10 to 12	48 hours	Seventeen (17) Business Days	4 hours

		FOC		Repair
Activity/Features	Services Ordered	Guidelines	Installation Guidelines	Guidelines
New Facilities and associated Trunks				
(With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)				
Facilities and associated Trunks	Over 12	192 hours	Add Three (3) Business Days for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.)	4 hours
Add/Change Trunks on Existing Facility				
	1 to 8	48 hours	Five (5) Business Days	4 hours
	9 to 16	48 hours	Six (6) Business Days	4 hours
	17 to 24	48 hours	Seven (7) Business Days	4 hours
	Over 25	192 hours	ICB	4 hours
	New Facilities and associated Trunks  (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)  Facilities and associated Trunks  Add/Change Trunks on	New Facilities and associated Trunks  (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)  Facilities and associated Trunks  Add/Change Trunks on Existing Facility  1 to 8 9 to 16 17 to 24	New Facilities and associated Trunks  (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)  Facilities and associated Trunks  Add/Change Trunks on Existing Facility  1 to 8  48 hours  9 to 16  48 hours  17 to 24  48 hours	New Facilities and associated Trunks  (With this activity, the number of facilities ordered drives the due dates for both facilities and trunks.)  Facilities and associated Trunks  Over 12  192 hours  Add Three (3) Business Days for each additional 3 facilities (13-16=21 days, 17-20=25 days, etc.)  Add/Change Trunks on Existing Facility  1 to 8  48 hours  Five (5) Business Days  9 to 16  48 hours  Six (6) Business Days  17 to 24  48 hours  Seven (7) Business Days

### Resale

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
ISDN – PRI					·
(continued)					
	Change size of SFG		24 hours	2 Business Days	4 hours
	Change Design on				
	Existing facility				1
	(Requires orders on both				
	facility and trunk				
	accounts)				
	Facility		48 hours	Eight (8) Business Days	4 hours
	Trunks		48 hours	Eight (8) Business Days	4 hours

Product	Activity/Features	Services Ordered	FOC Guidelines	Installation Guidelines	Repair Guidelines
DSS	Conversion as Is		48 hours	Five (5) Business Days	4 hours
	Conversion as Specified		See intervals for type of change requested	For conversions involving:  1)Trunk addition or changes, see "Add/Change Trunks on existing facilities"  2) For design changes to T1 and Trunks, see "Add/Change Trunks on existing facilities"	See intervals for type of change requested
1	New Installation of T1 Facility and associated	1 to 3 Facilities with associated Trunks	48 hours	Nine (9) Business Days	4 hours
	•	4 to 6 Facilities	48 hours	Twelve (12) Business Days	4 hours
		7 to 9 Facilities	48 hours	Thirteen (13) Business Days	4 hours
		10 to 12 Facilities	48 hours	Seventeen (17) Business Days	4 hours